Wounded Warrior Family Support Debit Card Program

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Background

- Marine Corps issues approximately 1500 bedside Invitation Travel Orders (ITOs) annually
  - Approximately $2.6M war related and $.8M non-war related bedside ITOs issued in FY2010
  - Approximately $3.0M war related and $.75M non-war related bedside ITOs issued through July FY2011
  - Length of stay per order is 12-15 days
  - Average cost per traveler is approximately $2,800 per order
- The Inspector General of the Marine Corps assessed the National Naval Medical Center (NNMC) Bethesda and Walter Reed Army Medical Center (WRAMC) and concluded that families were waiting extraordinary times to receive payments for travel related expenses

Issues

- Commands were not adhering to Marine Corps Policy regarding bedside travel
- Undue delay in wounded, ill, and injured (WII) families receiving financial assistance that they need could have secondary and tertiary effects
  - Potential public relations issues
  - Congressional Inquiries
  - Unnecessary family hardships
  - WII Marines not able to receive the family support that is needed/required for recovery

Issues Continued

- Outstanding Travel (1500 orders annually)
  - Nearly 10% overdue/unsettled claims totaling over $225K
  - Over advance and/or non-settlement of a travel vouchers result in a debt to the government
  - Pursuit of debt on families is tenuous

EFT Advances vs. Debit Card Advances

EFT Advances (OLD)

- Casualty Branch coordinates the ITOs (day 1)
- WWR processes ITO and inducts into DTMS (day 2)
- Quantico Disbursing reviews and uploads into WINIATS (day 3-5)
- DFAS processes (day 6-7)
- If perfect, process takes 4-7 working days for EFT to post. It could take as many as 10 days if there is any uncertainty or a

Debit Card Advances (NEW)

- Casualty Branch coordinates the ITOs (day 1)
- WWR (Military Treatment Facility) receives orders and makes liaison with DFAS (day 1)
- Traveler arrives at bedside, debit card is issued and immediate access is granted (day 2)
- Process takes two days from ITO initiation

WW Family Support Debit Card Program

- Program Established Oct. 07
  - 4,226 Cards Issued*
  - $1.5M+ Disbursed*
- MasterCard Logo
  - Immediate Access
- 24/7 Support
  - Customer Service
  - ATMs
- No ATM Fees
- Army utilizing since inception
- Navy recently implemented
- Marine Corps Pilot initiated December 2010, program installed at NNMC Bethesda 2011

- Card Balance Availability
  - "Valid Thru" Date
- Security
  - Sealed Envelopes
  - PIN
  - Access Code

*As of 7/28/2011

Process Flow

Travel Order Issued by the Marine Corps Casualty Branch

Family Arrives & Greeted by Escort Officer

Finance Office is notified if a Travel Advance is Needed by the Escort Officer

Travel Advance is Validated by the Marine Corps Liaison Team (MTF)

Marine Corps Liaison Team (MTF) Coordinates with DFAS-IN Disbursing

DFAS-IN Disbursing Funds Debit Card

Family Member Receives Card from the Marine Corps Liaison Team (MTF)

Card Activated by Family Member

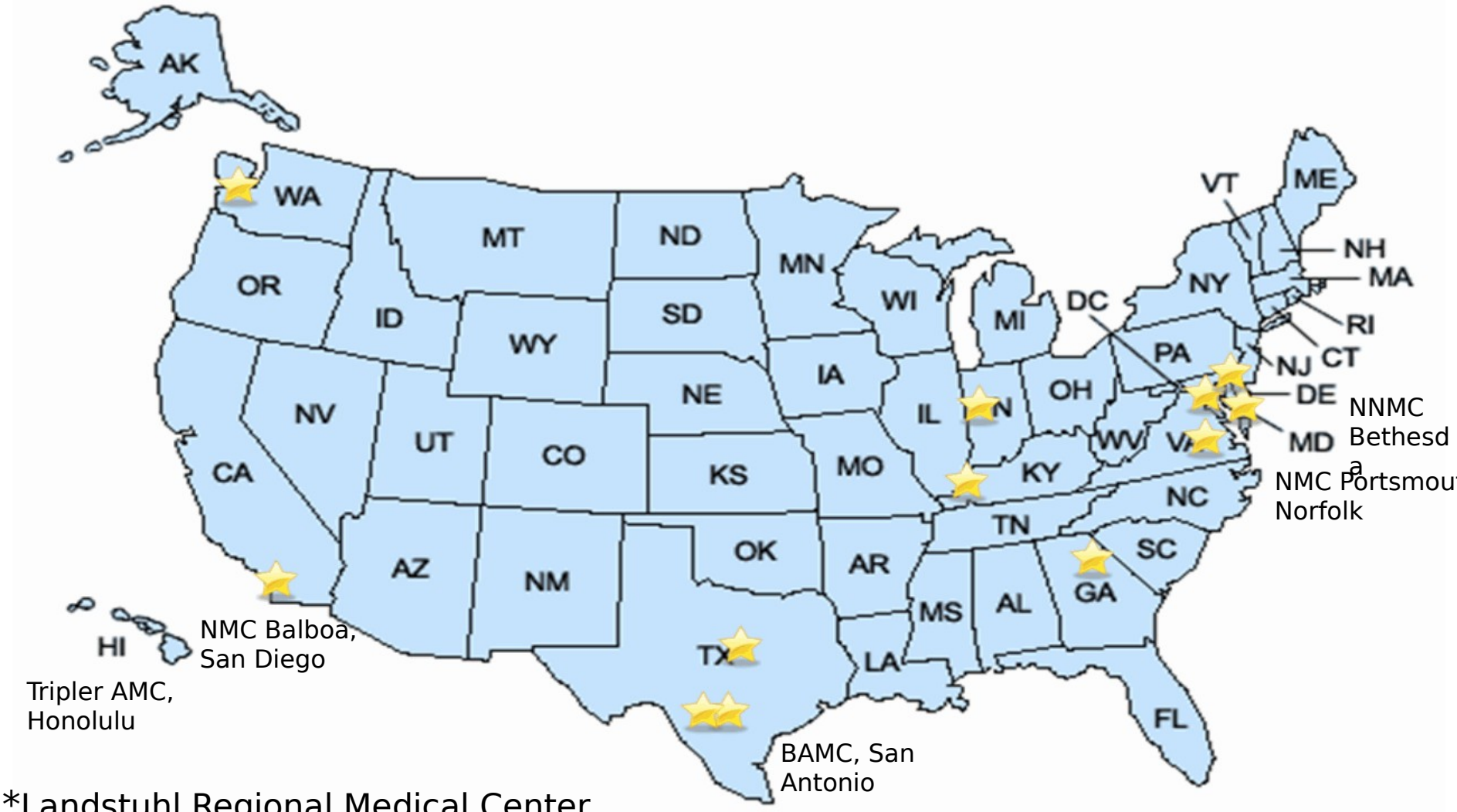
Travel Advance and Orders Submitted to Casualty Travel-IN Electronically by the Marine Corps Liaison Team (MTF)

Travel Advance Established / Cross Disbursement made for Navy and Marine Corps by Casualty Travel-IN

Travel Voucher Settlement Submitted to Casualty Travel-IN Electronically by the Appropriate Service Component POC

Travel Voucher Settled / Cross Disbursement made for Navy and Marine Corps by Casualty Travel-IN

Debit Card Program Current/Potential Locations



*Landstuhl Regional Medical Center , Germany not shown

Way Ahead

- Since going live in February , the Marine Corps has issued over two hundred debit cards affecting nearly 80 families
- Diligence required to ensure families complete travel claims
  - Ensure Casualty Assistance Calls Officers (CACOs) and Marine Corps Liaison Teams are working with families to get travel claims completed
- Implement the program Marine Corps–wide
  - Managed by the WWR and the Marine Corps Casualty Branch

Way Ahead

- Program is extremely well received by family members
- Initial value of the card $300-$500, appropriate value still under review
  - Can be adjusted on a case by case basis
  - Can be mobilized to support changing military needs
  - On call and prepared 24/7 to support mission requirements
  - More control over disbursements
    - Easily cancel funds and No physical cash

Why You & Why Now

- Publicize the Debit Card Program
- Inform Commands on the proper procedure when dealing with travel issues surrounding the Wounded, Ill, and Injured population
- Share the Good News
- It’s Vegas!

QUESTIONS